

# CONTRACTOR / VOLUNTEER

## Security and CAC Processing

### Responsibility Legend

<div></div>	COR/Sponsor
<div></div>	SAJ Security Office
<div></div>	TASS Trusted Agent
<div></div>	New Employee / Volunteer
<div></div>	Contract Company Only

\*\*\* START \*\*\*

Establish Start Date  
(2 Weeks out)

1. Receives Employee Data
2. Contact Security w/Name & SSN

Check Background Investigation Status  
in JPAS

No  
Investigation

Current  
Investigation

Does position require ANY of the following?

- 1. Handling of funds
- 2. Working with or around children
- 3. Access to USACE computer network
- 4. Routine access to SAJ facilities or properties for periods longer than 120 days

YES

NO

Investigation  
Initiated by  
Contractor  
FSO thru  
OPM/ DSS

**\*\* OR \*\***

Security  
Initiates  
Background  
Investigation  
(NAC-NACI  
Only)

Fingerprinted by  
Security or Local Police  
Electronic: 1-2 Days  
Mailed: 1-2 weeks

Escorted by Sponsor to  
Security , or mail FP  
cards

Fingerprinted  
by Security or  
Local Police

Completes  
OF306  
DD369

Review FBI FP  
results , OF306  
& DD369 results

**Start  
Working!**

Completes  
e-QIP  
Application  
(1-5 days)

Verify NACI  
submission to  
OPM (3-5  
days)

1. Generate AKO account  
2. Initiate ServiceTrak  
Request

Initiated by COR/WF Spc  
w/Security Endorsement  
& ACE-IT Ticket

TASS Application  
Processed

TASS is driving force for CAC Issuance.  
DEERS/RAPIDS and USACE Network is  
normally updated within 1-2 business days  
once TASS is completed.

Appt for CAC  
In Active Directory  
and TASS complete

Issuance of CAC  
(Security or local  
CAC Office)

1. Receive K3  
2. Complete Tng

**Start  
Working!**

Does position require a  
CAC or access to USACE  
computer network?

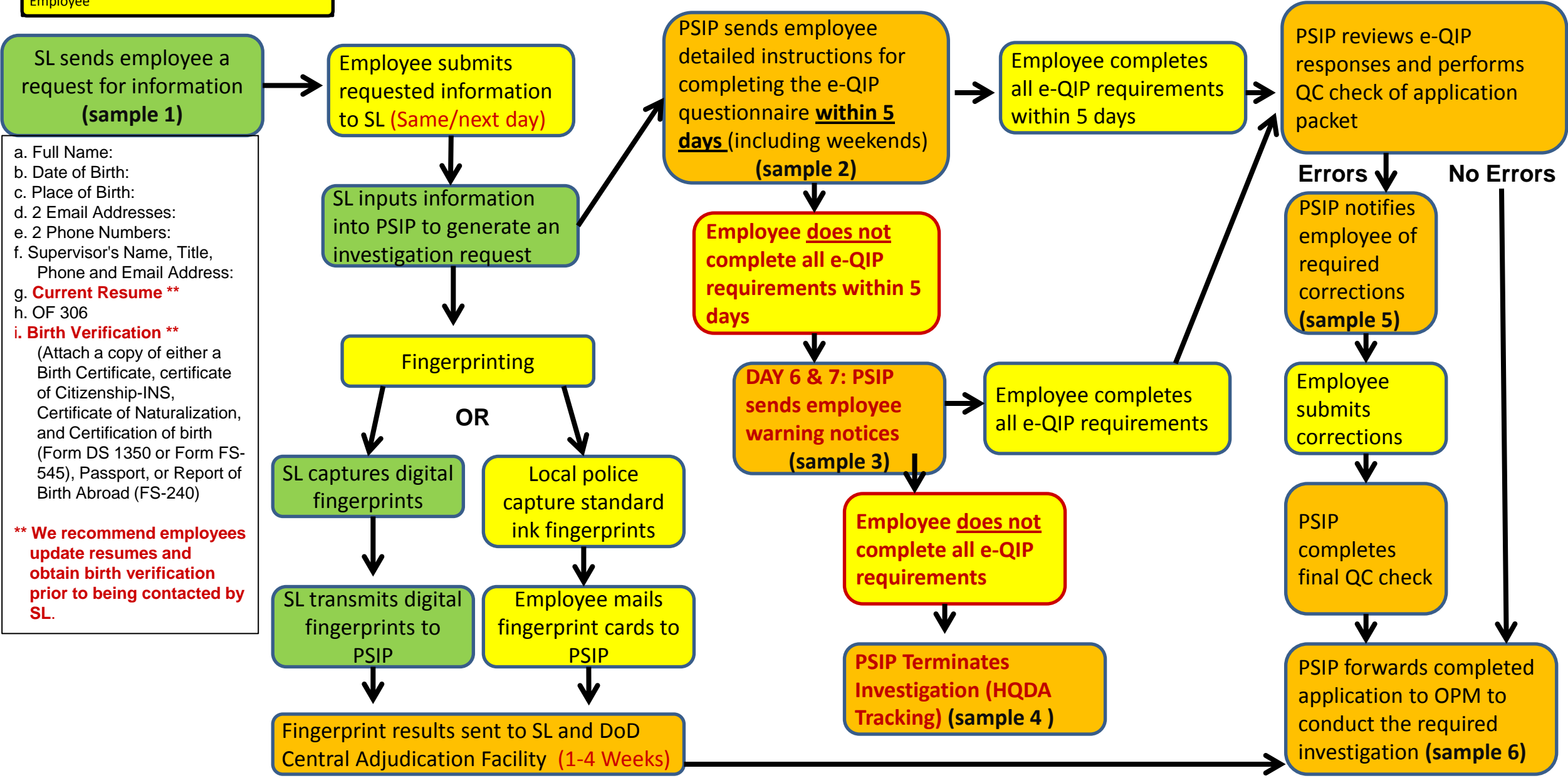
YES

NO

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Responsibility Legend
Personnel Security Investigation Program (PSIP)
Security Office (SL) -- Yvette Ellis or Ken Cox
Employee

# Background Investigation Process



**Subject:** Initiate Background Investigation (Contractor)  
**Attachments:** Revised OF 306 Declaration for Federal Employment.pdf; Fingerprint Instructions (Dec 2012).pdf; PSIP Background Investigation Request Form.pdf; Sample Resume for PSIP.docx; SAJ CAC Process (Flow Chart - Contractor- Full Packet).pdf  
**Signed By:** kenneth.r.cox@us.army.mil

SAMPLE MESSAGE,

Homeland Security Directive 12 (HSPD-12) and Army Directive 2011-08 (Army Implementation of Homeland Security Presidential Directive-12) requires that all Army military, civilian, and contractor personnel receive and retain a favorably adjudicated NACI background investigation. A review of the Joint Personnel Adjudication System (JPAS) indicates that you need a new background investigation to meet this requirement, and we must initiate this action before we can approve network access or issuance of a new Common Access Card. Please follow the instructions below and we will initiate a new background investigation request for you.

1. Please review the "SAJ CAC Process" document (attached) to familiarize yourself with the application process and the sample messages you will receive from the Army Personnel Security Investigations Center of Excellence (PSIP).
2. Please send Yvette Ellis one (1) email/packet with all of the requested information below and she will initiate your background investigation. Yvette is on the Cc: line of this message and you can also reach her at (904) 232-3894. We are processing applications for numerous employees, so please send all of the requested information in one email/packet to avoid confusion with packets submitted by other employees.
  - a. Completed PSIP Background Investigation Request Form
  - b. Completed SF 306 (blank PDF form attached).
  - c. Current Resume (sample attached)
  - d. Birth Verification (Attach a copy of either a Birth Certificate, certificate of Citizenship-INS, Certificate of Naturalization, and Certification of birth (Form DS 1350 or Form FS-545), Passport, or Report of Birth Abroad (FS-240)
3. We will initiate the investigation request when we receive the above information, and then you will be contacted by the Army's Center of Excellence to complete the web-based questionnaire within 5 working days.
4. We must obtain your fingerprints as a part of this process. Electronic fingerprinting is preferred, which can be completed at our office. The second option is hardcopy fingerprinting by a local police department or the nearest military installation. Unfortunately, hardcopy processing adds another 1-2 weeks for processing, so please plan accordingly.

\*\*\*Please let us know if you plan to use a local police department so we can send you the correct fingerprint cards.

WARNING: The processing center will discard any fingerprint cards that are not completed as directed in the "Fingerprint Instructions" included with this email, and they will not inform you about the rejection.

Completed fingerprint cards must be mailed to the following address:

PSI-CoE

Attn: Fingerprint Team

3240 Raritan Avenue  
Aberdeen Proving Ground, MD 21005-5001

Feel free to contact me if you have any questions.



**Personnel Security Investigation Center of Excellence (PSI-CoE)  
Background Investigation Request Form**

**Full Legal Name**

First: \_\_\_\_\_ Middle: \_\_\_\_\_ Last: \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

**Place of Birth**

City: \_\_\_\_\_ County: \_\_\_\_\_ State: \_\_\_\_\_ Country: \_\_\_\_\_

**Contact Information**

Primary Phone: \_\_\_\_\_ Secondary Phone: \_\_\_\_\_

AKO Email Address: \_\_\_\_\_

Organization Email Address: \_\_\_\_\_

Home Email Addresses (Optional): \_\_\_\_\_

**Supervisor**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Primary Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

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**Required Documents (Provide documents to your Security Officer)**

1. Birth Verification: Attach a copy of either a Birth Certificate, certificate of Citizenship-INS, Certificate of Naturalization, and Certification of birth (Form DS 1350 or Form FS-545), Passport, or Report of Birth Abroad (FS-240)
  
2. Current Resume: Ensure dates, supervisor information and complete street addresses are provided for all school and employments listed on the Resume. (Sample Resume is attached to original email).
  
3. Completed OF 306 (Blank PDF form is attached to original email)

**From:** PSIP Center of Excellence [usarmy.apg.inscom.mbx.psip-center-of-excellence@mail.mil]  
**Sent:** Monday, February 04, 2013 10:04 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED].net  
**Subject:** Applicant Action Required, Investigation Application Instructions, PSIP Record Number [REDACTED]  
**Attachments:** e-QIP 3 02 User Instructions YOU MUST READ ME.pdf; Section\_21\_Guidance.pdf

Mr. [REDACTED]:

The Personnel Security Investigation Center of Excellence (PSI-CoE) has received a request to begin processing your investigation application. The attachment provides detailed instructions to assist you with completing this process. It is highly recommended that you read these instructions before you begin completing the e-QIP questionnaire.

Once you have completed the e-QIP questionnaire, you must release it to the PSI-CoE for review. If the questionnaire contains errors or is missing required information, it will be returned to you via email for correction. Please ensure that you are monitoring your email throughout this process, as that will be our main method of contact.

The following must be received within five (5) calendar days.

- e-QIP forms
- Signed Signature Release Pages
- 306 and/or Resume (when required)

To get started:

1. Access the e-QIP form at: [www.opm.gov/e-qip/](http://www.opm.gov/e-qip/)

To initially access the e-QIP form you must authenticate your identity by providing your SSN or Request Number. You will then be prompted to answer three default Golden Questions (Last name, city of birth, and year of birth). The system will then ask you to create and confirm a Username and Password. Once your Username and Password have been confirmed you will be prompted to choose from a dropdown list generated by the system, three Challenge Questions and answers.

AR 380-67 states that "failure to respond within the time limit prescribed by the requesting organization with the required security forms or refusal to provide or permit access to the relevant information required by this regulation shall result in termination of the individual's security investigation or assignment to sensitive duties utilizing the procedures of paragraph 8-201 or further administrative processing of investigative requirement." Failure to meet this suspense will result in notification to your chain of command.

If you no longer require a background investigation or you cannot comply with these instructions, please have your security manager or hiring official contact the PSI-CoE.

If you have any questions, please call 410-278-4194 or DSN 298-4194 or email us at [usarmy.apg.inscom.mbx.psip-questions@mail.mil](mailto:usarmy.apg.inscom.mbx.psip-questions@mail.mil). The PSI-CoE customer support center is open between the hours of 0600 and 2400 Monday through Friday. All times are EST.

**From:** PSIP Center of Excellence [usarmy.apg.inscom.mbx.psip-center-of-excellence@mail.mil]  
**Sent:** Sunday, February 03, 2013 1:47 PM  
**To:** [REDACTED]  
**Subject:** Investigation Status Update - Processing, Ticket No. [REDACTED]

Mr. [REDACTED]:

In order to continue the processing of your background investigation, the Personnel Security Investigation Center of Excellence (PSI-CoE) must receive the below information. You were recently notified via e-mail of the requirement to complete the online e-QIP questionnaire and additional documentation for your background investigation.

Please submit the following required documentation to the PSI-CoE as soon as possible or contact us at 410-278-4194 or DSN 298-4194 or e-mail [usarmy.apg.inscom.mbx.psip-questions@mail.mil](mailto:usarmy.apg.inscom.mbx.psip-questions@mail.mil) so we can assist you with this process.

**Required Documentation:**

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**e-QIP NOT COMPLETED:**

Online submission of e-QIP questionnaire is required- <http://www.opm.gov/e-qip/>.

**CERTIFICATION SIGNATURE FORM REQUIRED:**

Please print, sign, and send the Certification Signature form (Identified by the letters CER in the bottom right hand corner of form) to the PSI-CoE using the contact information below. *\*\*Note: If you have already released your e-QIP questionnaire to the PSI-CoE, you will no longer be able to access the signature form via the e-QIP site. Please call our customer support center so that we may e-mail the form to you directly.*

**RELEASE OF INFORMATION FORM REQUIRED:**

Please print, sign, and send the Release of Information form (Identified by the letters REL in the bottom right hand corner of form) to the PSI-CoE using the contact information below. *\*\*Note: If you have already released your e-QIP questionnaire to the PSI-CoE, you will no longer be able to access the signature form via the e-QIP site. Please call our customer support center so that we may e-mail the form to you directly.*

**MEDICAL INFORMATION PURSUANT FORM REQUIRED:**

Please print, sign, and send the Medical Information Pursuant form (Identified by the letters MEL in the bottom right hand corner of form) to the PSI-CoE using the contact information below. *\*\*Note: If you have already released your e-QIP questionnaire to the PSI-CoE, you will no longer be able to access the signature form via the e-QIP site. Please call our customer support center so that we may e-mail the form to you directly.*

**FAIR CREDIT RELEASE REQUIRED:**

Please print, sign, and send the Fair Credit Release form (Identified by the letter FCR in the bottom right hand corner of form) to the PSI-CoE using the contact information below. *\*\*Note: If you have already released your e-QIP questionnaire to the PSI-CoE, you will no longer be able to access the signature form via the e-QIP site. Please call our customer support center so that we may e-mail the form to you directly.*

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Documentation for this background investigation request, with the exception of your e-QIP questionnaire and fingerprints, may be faxed to 410-306-3858/410-306-0413 or DSN 458-3858/0413 or scanned and e-mailed to [usarmy.apg.inscom.mbx.psip-correspondence@mail.mil](mailto:usarmy.apg.inscom.mbx.psip-correspondence@mail.mil).

If you no longer require a background investigation or you are unable to respond to the requests, please have your security manager or hiring official contact the PSI-CoE at 410-278-4194 or DSN 298-4194 or e-mail [usarmy.apg.inscom.mbx.psip-questions@mail.mil](mailto:usarmy.apg.inscom.mbx.psip-questions@mail.mil). A PSI-CoE customer support center representative is available to assist you from 0600-2400 (EST) Monday- Friday.

***Please do not respond to this email, as responses are not monitored.***





**From:** PSIP Center of Excellence [usarmy.apg.inscom.mbx.psip-center-of-excellence@mail.mil]  
**Sent:** Thursday, January 31, 2013 8:54 AM  
**To:** [REDACTED]  
**Subject:** Employee Status Update, Investigation Application Terminated, Ticket No. [REDACTED]

Mr. [REDACTED],

Due to one of the following conditions, your background investigation has been terminated:

- \* The required documentation was not received within the mandated timeframe.
- \* We have received notification that your background investigation is no longer required.

If you still require a background investigation request, please have your security manager or hiring official submit a new background investigation request to the Personnel Security Investigation Center of Excellence (PSI-CoE).

*Please do not respond to this email, as responses are not monitored.*

[REDACTED]

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**From:** PSIP Center of Excellence [usarmy.apg.inscom.mbx.psip-center-of-excellence@mail.mil]  
**Sent:** Sunday, November 25, 2012 6:49 AM  
**To:** [REDACTED]  
**Subject:** Background Investigation Request, Returned for Corrections, [REDACTED],  
Ticket No. [REDACTED]

Ms. [REDACTED],

The Personnel Security Investigation Center of Excellence (PSI-CoE) has reviewed your e-QIP questionnaire. The questionnaire requires the below corrections.

Please follow these steps to complete your e-QIP questionnaire/signature forms and re-submit them:

To access e-QIP: [www.opm.gov/e-Qip/](http://www.opm.gov/e-Qip/)

1. Print this e-mail.
2. Log into e-QIP and make the corrections detailed below.
3. Re-answer the Yes/No questions (OPM requirement).
4. Print, sign, and send the new signature forms using the contact information below.

**Results of the e-QIP questionnaire review:**

=====  
Section 7  
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The corrections listed in this email must be completed and re-submitted within 5 calendar days. If the required corrections and documentation are not received within 5 calendar days, the investigation request will be terminated and you will need to contact your security office to have the request re-submitted.

Provide your naturalization/citizenship certificate number. To obtain the certificate number you may contact the National Customer Service Center @ 1-800-375-5283 or go to [www.infopass.uscis.gov](http://www.infopass.uscis.gov), find your local office, and make an appointment to meet with an immigration officer. Or, to apply for a replacement form N565 go to [www.uscis.gov](http://www.uscis.gov).

A passport is not a valid form of citizenship. You must provide either a Naturalization Certificate, Citizenship Certificate or State Dept Form 240. Please provide complete information.

!!!Due to the rejection of your forms your current signature pages are no longer valid. Please re-print, sign and attach your new signature pages with the updated request number!!!

ALL YES & NO QUESTIONS WILL NEED TO BE RE-ANSWERED..

If you still have questions or need assistance please contact the PSI Help Line at 410-278-4194.

Be sure that after your corrections have been made, you print and complete the new signature forms at the end of the e-QIP questionnaire. Although you previously completed your signature forms, because you had to make corrections to your e-QIP questionnaire, your investigation number changed. As a result, the Office of Personnel Management (OPM) requires new signature forms(s) to be completed that have the same investigation #13485564 as that of your corrected e-QIP questionnaire.

Documentation for this background investigation request, with the exception of your e-QIP questionnaire and fingerprints, may be faxed to 410-306-3858 or DSN 458-3858 or scanned and e-mailed to [usarmy.apg.inscom.mbx.psip-correspondence@mail.mil](mailto:usarmy.apg.inscom.mbx.psip-correspondence@mail.mil).

If you no longer require a background investigation or you are unable to respond to the requests, please have your security manager or hiring official contact the PSI-CoE at 410-278-4194 or DSN 298-4194 or e-mail [usarmy.apg.inscom.mbx.psip-questions@mail.mil](mailto:usarmy.apg.inscom.mbx.psip-questions@mail.mil). A PSI-CoE customer support center representative is available to assist you from 0600-2400 (EST) Monday- Friday.

***Please do not respond to this email, as responses are not monitored.***



[REDACTED]

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**From:** PSIP Center of Excellence [usarmy.apg.inscom.mbx.psip-center-of-excellence@mail.mil]  
**Sent:** Tuesday, November 20, 2012 5:37 PM  
**To:** [REDACTED]  
**Subject:** Informational, Security Clearance Processing, Ticket No. C [REDACTED]

[REDACTED],

The Personnel Security Investigation Center of Excellence (PSI-CoE) has received all of the required documentation from [REDACTED]. At this time, no further action is required. The background investigation request will be submitted to the Office of Personnel Management (OPM) for scheduling.

*Please do not respond to this email, as responses are not monitored.*